USER'S MANUAL

Wall Mounted Type Series

G-Premium : AVXWP✳✳

ENGLISH

ESPAÑOL

FRANÇAIS

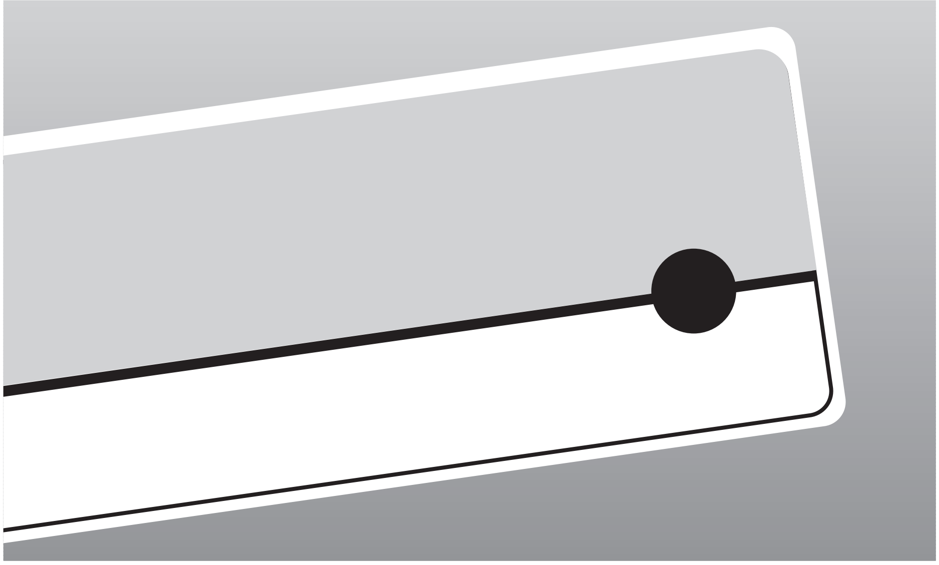
ITALIANO

PORTUGUÊS

DEUTSCH

System Air Conditioner

(Cooling and Heating)



ⒺⓈⒻⒾⓅⒹ DB98-27713A(2)

Contents

◆ **PREPARING YOUR AIR CONDITIONER**

■ Safety Precautions 3
■ View of the Indoor unit 8
■ Remote Control-Buttons and Display 9
■ Getting Started 10
■ Inserting the Remote Control Batteries 11

◆ **OPERATING YOUR AIR CONDITIONER**

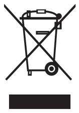
■ Selecting the Automatic Operating Mode 12
■ Cooling Your Room 13
■ Heating Your Room 14
■ Changing the Room Temperature Quickly 15
■ Removing Excess Humidity 16
■ Airing Your Room 17
■ Adjusting the Air Flow Direction Vertically 18
■ Adjusting the Air Flow Direction Horizontally 19

◆ **PROGRAMMING YOUR AIR CONDITIONER**

■ Setting the On Timer 20
■ Setting the Off Timer 21
■ Setting the Sleep Timer 22

◆ **RECOMMENDATIONS FOR USE**

■ Operating Recommendations 23
■ Temperature and Humidity Ranges 24
■ Operating Your Air Conditioner Without the Remote Control 24
■ Cleaning Your Air Conditioner 25
■ Cleaning Deodorizing and Bio Filters (Option) 26
■ Solving Common Problems 27



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract.
This product should not be mixed with other commercial wastes for disposal.

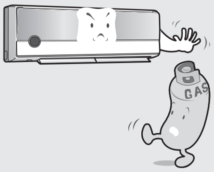
Safety Precautions

You should take the following safety precautions when using your air conditioner.

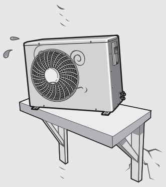
WARNING

- Risk of electric shock can cause injury or death. • Disconnect all remote electric power supplies before servicing, installing or cleaning.
- Installation must be done by the manufacturer or service agent or a similar qualified person in order to avoid a hazard.

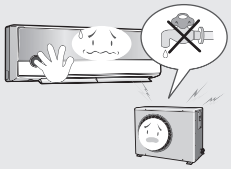
WHEN INSTALLING



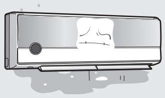
▶ Do not install the air conditioner where there's combustible gas.



▶ Do not install the outdoor unit where there's the risk of dropping such as on high outer wall or outside of the terrace.

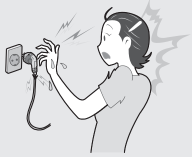


▶ Earth the ground conductor and do not connect it to the gas pipe, water pipe or telephone wire.

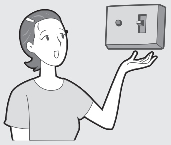


▶ Contact the service center if the air conditioner is under water.

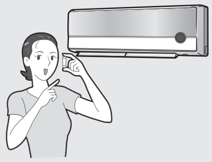
REGARDING POWER SOURCE



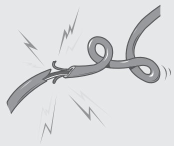
▶ Do not pull the electric wire or touch the power plug with the wet hands.



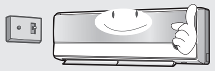
▶ Install the switch and circuit breaker only for air conditioner.



▶ Use the rated current fuse.



▶ Do not bend the electric wire by force or weigh down the air conditioner not to be out of order.

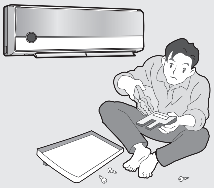


▶ Use the power source with separate wiring only for air conditioner.

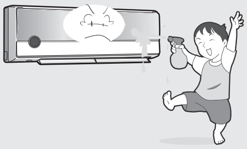
▶ If the power plug is damaged, replace it by the manufacturer or qualified personal to avoid the risk.

WARNING

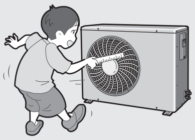
During Operation



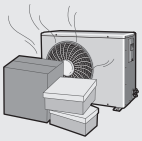
- Users of this product are cautioned not to attempt repair of this product at their own discretion. Instead, they are requested to directly contact a designated service center or the outlet at which the product was purchased.



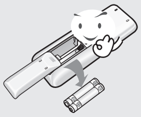
- Never spill any kind of liquid into the unit. Should this happen, unplug or main switch off the unit and contact an authorized service center.



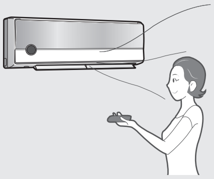
- Do not insert anything between the air outlet blades because the inner fan may be damaged and could cause injury. Keep children away from the unit.



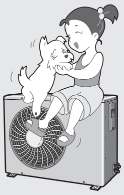
- Do not place any obstacles in front of the unit.
  Make sure that the unit is correctly ventilated at all times: Do not place clothing or other materials over it.



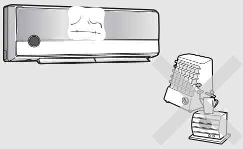
- If the wireless remote control is not used for a long time, remove the batteries. (If applicable)



- When using a wireless remote control, the distance should not be more than 7 meters from the air conditioner. (If applicable)



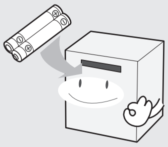
- Do not place any materials so that children cannot step on it.



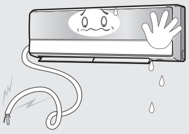
- Do not connect the electric heater to the air conditioner or repair it with your discretion.

WARNING

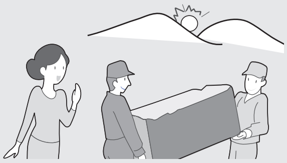
DISPOSING THE UNIT



- ▶ Before throwing out the device, it is necessary to pull back the battery cells and get rid of them safely for recycling reasons.



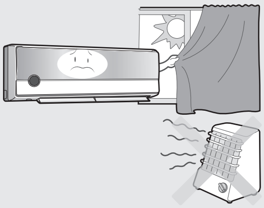
- ▶ When you need to dispose of the unit, consult your dealer. If pipes are removed incorrectly, refrigerant may blow out and come into contact with your skin, causing injury. Releasing refrigerant into the atmosphere also damages the environments.



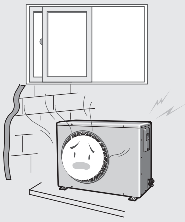
- ▶ Please recycle or dispose of the packaging material for this product in an environmentally responsible manner.

CAUTION

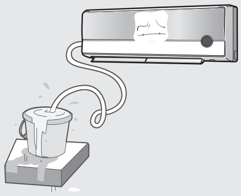
WHEN INSTALLING



- ▶ Install the air conditioner avoiding direct sunlight or heater, especially water.



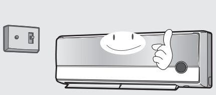
- ▶ Install the outdoor unit so as to let the discharged air out properly. Avoid a place that may disturb your neighbor by noise.



- ▶ Install the drain hose to let the water run safely and correctly.

CAUTION

REGARDING POWER SOURCE



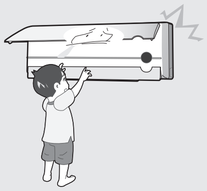
- Disconnect the circuit breaker when you don’t use the air conditioner for a long time to save energy.

SAMSUNG
SAMSUNG

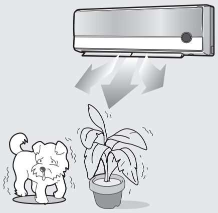
- Contact the service center or manufacturer if you want to repair the air conditioner.

- Contact the service center after turning off the air conditioner if strange noise is heard, burning smell or smoke blow.

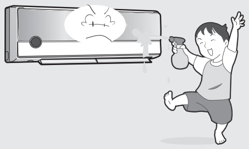
DURING OPERATION



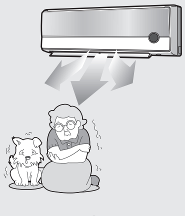
- Do not open the front grille during operation.



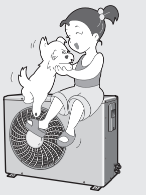
- Avoid cold and hot air reaching to person, pet or a plant directly for a long time.



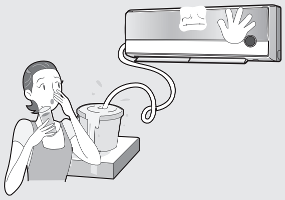
- Avoid the water from getting into the air conditioner.



- Do not use the air conditioner for a long time in a closed room or in a place where there’s a baby or an old person.



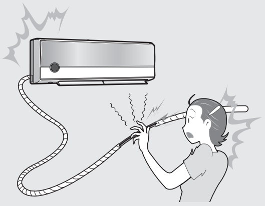
- Do not step on the air conditioner or put heavy object on it.



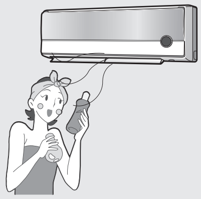
- Do not drink the water from the air conditioner.

CAUTION

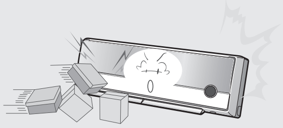
DURING OPERATION



- ▶ Do not touch the pipes connected to the air conditioner.

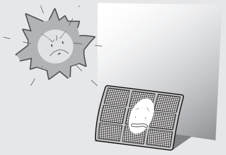


- ▶ Do not use the air conditioner to maintain the machine, food, pet, plant or cosmetics.

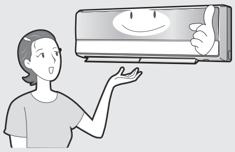


- ▶ Do not give excessive shock to the air conditioner.

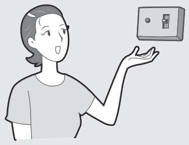
OTHERS



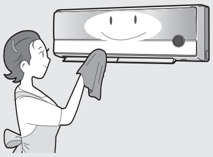
- ▶ Be sure that the air filter not to be exposed to direct sunlight.



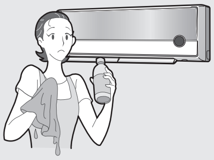
- ▶ The appliance is not intended for use by young children or infirm persons without supervision: Young children should be supervised to ensure that they do not play with the appliance.



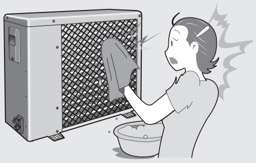
- ▶ Max current is measured according to IEC standard for safety and current is measured according to ISO standard for energy efficiency.



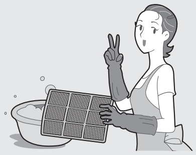
- ▶ Turn off the air conditioner and if the fan stops operating, clean the air conditioner.



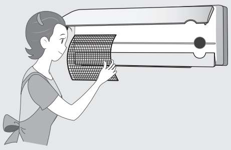
- ▶ Do not clean the air conditioner by spraying water directly or with benzene, thinner or alcohol.



- ▶ The surface of the heat exchanger is sharp, so be careful of it when cleaning.

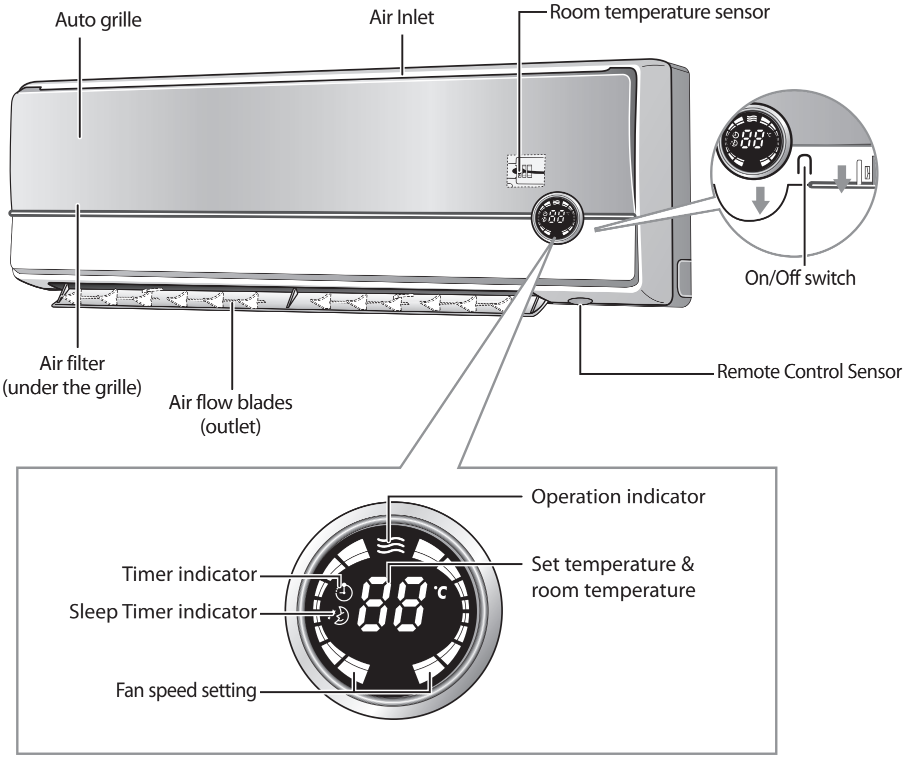


- ▶ Clean the air filter every 2 weeks.



- ▶ Be sure to insert the air filter.

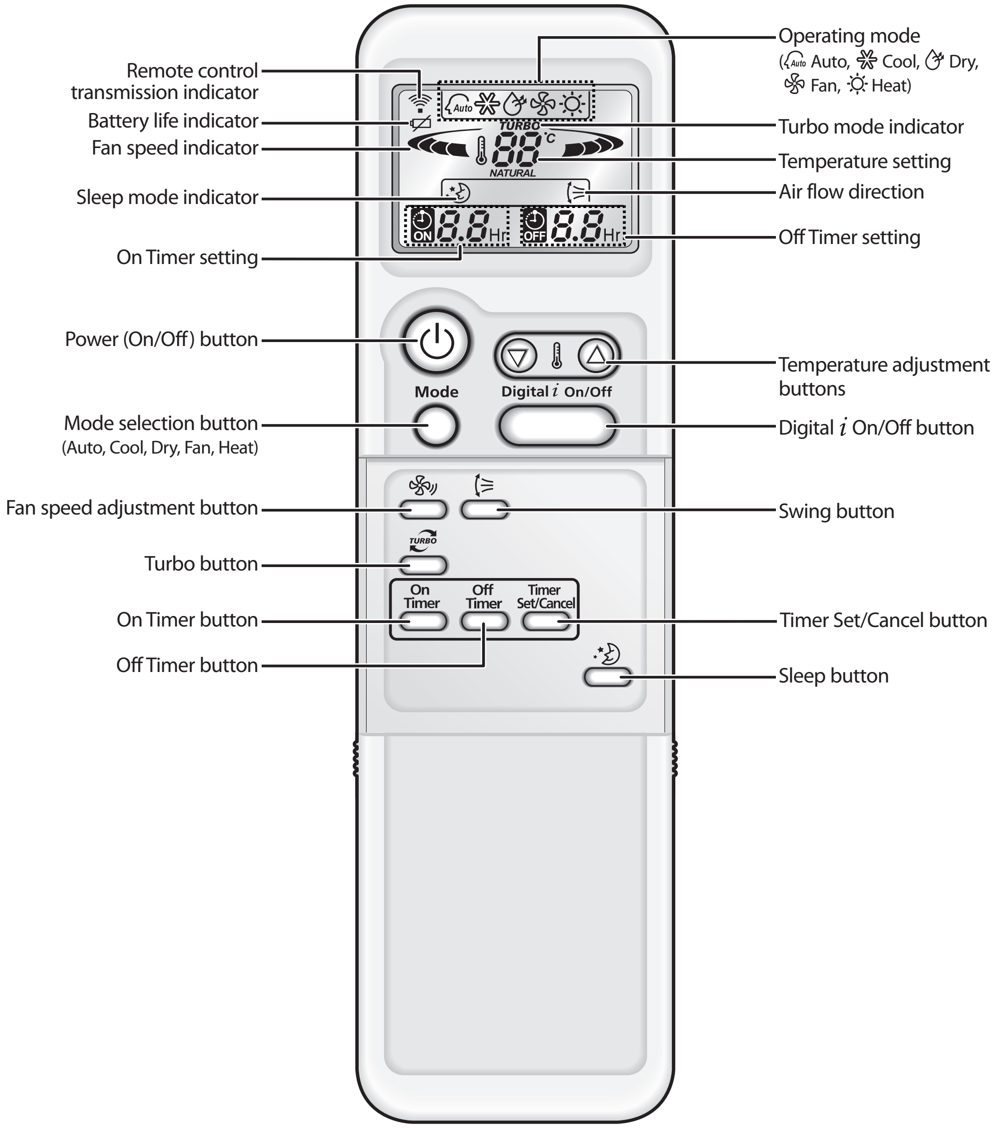
View of the Indoor Unit


Auto grille
Air Inlet
Room temperature sensor
On/Off switch
Air filter
(under the grille)
Air flow blades
(outlet)
Remote Control Sensor
Operation indicator
Timer indicator
Set temperature &
room temperature
Sleep Timer indicator
Fan speed setting

Note

- ◆ If you want to turn On/Off the Display during operation, press the Digital On/Off button on the remote control.
- ◆ The room temperature sensor senses air temperature around the sensor, and shows the temperature on the display.

Remote Control - Buttons and Display


Remote control transmission indicator
Battery life indicator
Fan speed indicator
Sleep mode indicator
On Timer setting
Power (On/Off) button
Mode selection button
(Auto, Cool, Dry, Fan, Heat)
Fan speed adjustment button
Turbo button
On Timer button
Off Timer button
Operating mode
(Auto, Cool, Dry, Fan, Heat)
Turbo mode indicator
Temperature setting
Air flow direction
Off Timer setting
Temperature adjustment buttons
Digital i On/Off button
Swing button
Timer Set/Cancel button
Sleep button
Auto
TURBO
°C
NATURAL
ON
Hr
OFF
Hr
Mode
Digital i On/Off
TURBO
On Timer
Off Timer
Timer Set/Cancel

Getting Started

You have just purchased a System air conditioner and it has been installed by your installation specialist.

Your Owner's Instructions contains valuable information on using your air conditioner. Please take the time to read it as it will help you take full advantage of the unit's features.

The booklet is organized as follows.

- **The following figures are shown on pages from 8 to 9 :**
  - **Indoor unit**
  - **Remote control(buttons and display)**

  They will help you find the buttons and understand the symbols displayed.
- **In the manual, you will find a series of step-by-step procedures for each function available.**

The illustrations in the step-by-step procedures use three different symbols:

▲	▲	△
PRESS	**PUSH**	**HOLD DOWN**

Inserting the Remote Control Batteries

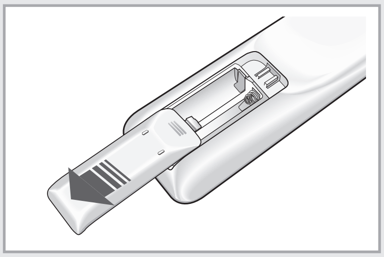
You must insert or replace the remote control batteries when:

- ***You purchase the air conditioner***
- ***The remote control does not work correctly***

Note

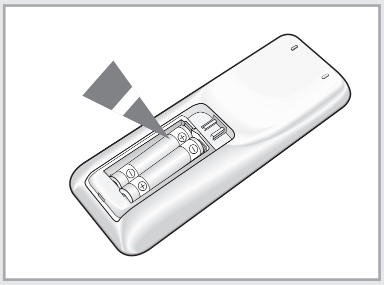
- ***Use two AAA, LR03 1.5V batteries.***
- ***Do not use old batteries or different kinds of batteries together.***
- ***Batteries may be completely discharged after 12 months, even if they have not actually been used.***

1 Push the battery cover on the rear of the remote control with your thumb in the direction of the arrow and remove it.



2 Insert the two batteries, taking care to respect the polarities:

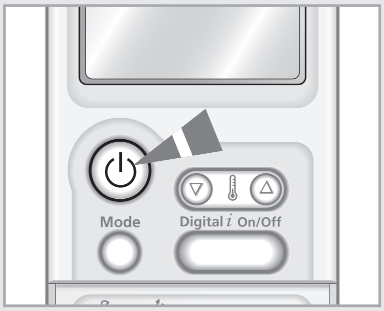
- + on the battery with + on the remote control.
- - on the battery with - on the remote control.

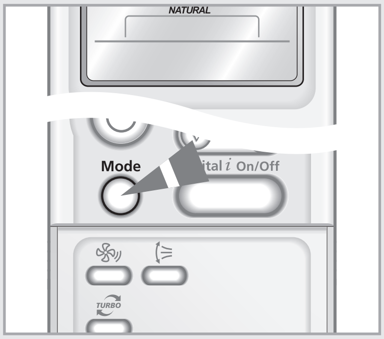


3 Close the cover by sliding it back until it clicks into place.

Selecting the Automatic Operating Mode

You can start the air conditioner in Automatic mode from your remote control. In the Automatic mode, the optimum temperature and the fan speed is selected automatically.





1 If necessary, press the ⏻ (On/Off) button.

Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in the mode selected when the unit was last used.
- ◆ The indoor unit beeps.

Caution The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

It will start up normally after three minutes.

---

2 If the Auto is not displayed at the top of the remote control, press the Mode ○ button on the remote control one or more times until it appears.

Result:
- ◆ The indoor unit beeps each time you press the Mode ○ button.
- ◆ The air conditioner runs in Auto mode.

Note You can change modes at any time.

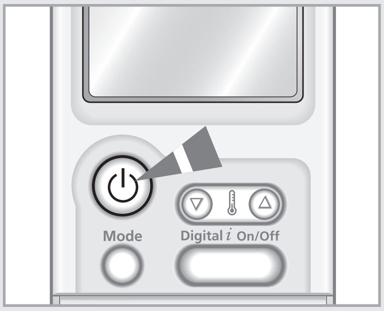
Cooling Your Room

You must select the Cool mode if you wish to adjust the:

- ◆ ***Cooling temperature***
- ◆ ***Fan speed when cooling***

---

1 If necessary, press the ⏻ (On/Off) button.



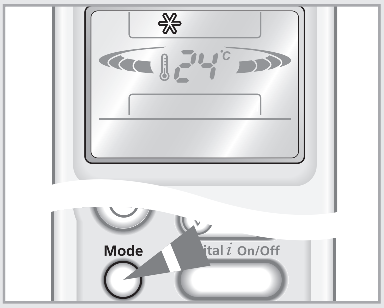
Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in the mode selected when the unit was last used.
- ◆ The indoor unit beeps.

Caution The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

It will start up normally after three minutes.

---

2 If the ❄ is not displayed at the top of the remote control, press the Mode ○ button on the remote control one or more times until it appears.

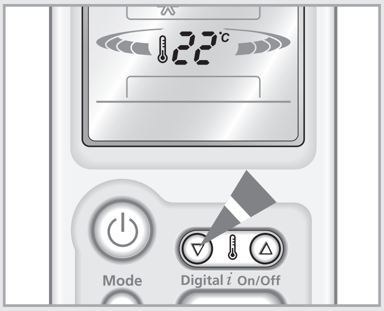


Result:
- ◆ The indoor unit beeps each time you press the Mode ○ button.
- ◆ The air conditioner runs in Cool mode.

Note You can change modes at any time.

---

3 To adjust the temperature, press the ▽ 🌡 △ button one or more times until the required temperature is displayed.
Possible temperatures are between 18°C and 30°C inclusive.

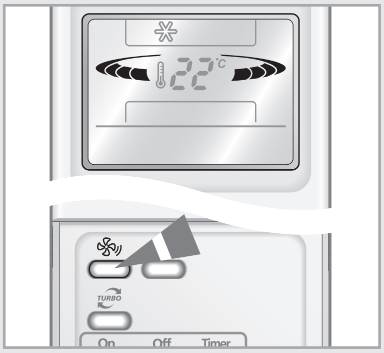


Result:
- ◆ Each time you press the ▽ 🌡 △ button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps
- ◆ The air conditioner starts cooling, provided that the room temperature is higher than the selected temperature.
- ◆ If the room temperature reaches the set temperature, the air conditioner stops cooling, but the fan is still operating.

---

4 Select the fan speed by pressing the fan button one or more times until the required setting is displayed:

- Automatic (rotated : ➝ ➝ ➝)
- Low
- Medium
- High



Result: Each time you press the fan button, the indoor unit beeps.

---

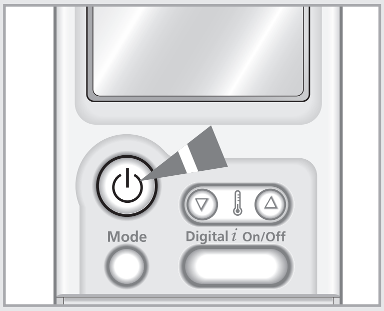
5 To control the direction of the air flow, refer to pages 18 and 19.

Heating Your Room

You must select the Heat mode if you wish to adjust the:

◆ ***Heating temperature***

◆ ***Fan speed when heating***

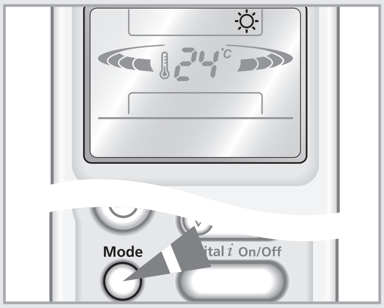


1 If necessary, press the ⏻ (On/Off) button.

Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in the mode selected when the unit was last used.
- ◆ The indoor unit beeps.

Caution The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

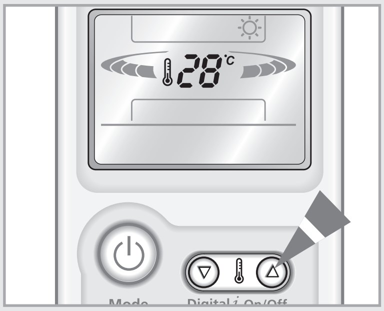
It will start up normally after three minutes.



2 If the ☼ is not displayed at the top of the remote control, press the Mode ○ button on the remote control one or more times until it appears

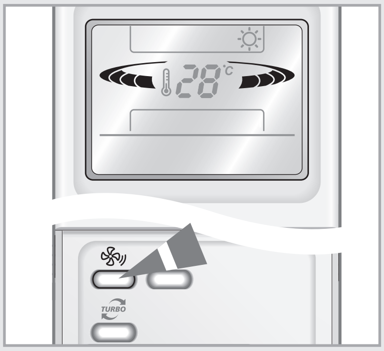
Result:
- ◆ The indoor unit beeps each time you press the Mode ○ button.
- ◆ The air conditioner runs in Heat mode.

Note You can change modes at any time.



3 To adjust the temperature, press the ▽ 🌡 △ button one or more times until the required temperature is displayed.
Possible temperatures are between 16°C and 30°C inclusive.

Result:
- ◆ Each time you press the ▽ 🌡 △ button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps
- ◆ The air conditioner starts heating, provided that the room temperature is higher than the selected temperature (selected temperature +3°C).
- ◆ If the room temperature reaches the set temperature, the air conditioner stops heating, but the fan is still operating.



4 Select the fan speed by pressing the button one or more times until the required setting is displayed:

Automatic (rotated : → → →)
Low
Medium
High

Result:
- ◆ Each time you press the button, the indoor unit beeps.
- ◆ For the first 3 to 5 minutes, the fan operates very slowly until the air has been sufficiently warmed. Once the correct temperature has been reached, the fan is automatically set to the required speed.

5 To control the direction of the air flow, refer to pages 18 and 19.

Changing the Room Temperature Quickly

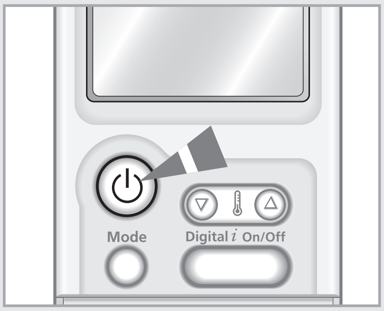
The Turbo cooling/heating function is used to cool or heat your room as quickly as possible.

For example : ***You have just come home and find that the room is very hot.***
You wish to cool it down as quickly as possible.

The Turbo function operates for 30 minutes with the maximum settings before returning automatically to the mode and temperature previously selected.

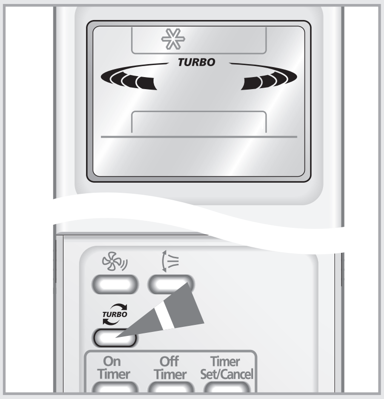
1 If necessary, press the ⏻ (On/Off) button.

Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in the mode selected when the unit was last used.
- ◆ The indoor unit beeps.



2 Press the TURBO button.

Result:
- ◆ The temperature and fan settings are adjusted automatically.
- ◆ The air conditioner cools or heats the room as quickly as possible.
- ◆ After 30 minutes, the air conditioner is reset automatically to the previous mode, temperature and fan settings.
  But, if you press the TURBO button in Dry or Fan mode, it will change to Auto mode automatically.



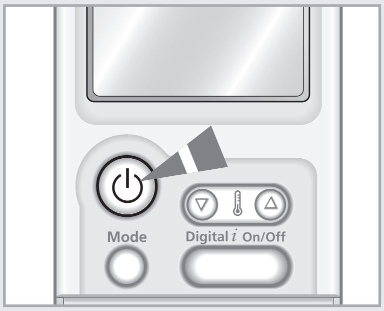
3 If you wish to stop the Turbo function before the end of the 30-minute period, press the TURBO button again.

Result: The air conditioner is reset automatically to the previous mode, temperature and fan settings.

4 To control the direction of the air flow, refer to pages 18 and 19.

Removing Excess Humidity

If the atmosphere in your room is very humid or damp, you can remove excess humidity without lowering the room temperature too much.

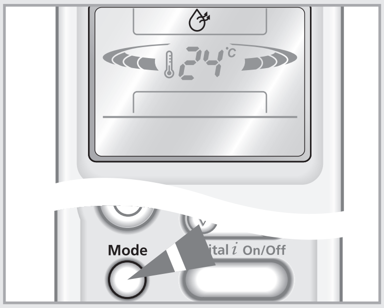


1 If necessary, press the ⏻ (On/Off) button.

Result:
- ◆ The operation indicator on the indoor unit lights up.
- ◆ The air conditioner starts up in the mode selected when the unit was last used.
- ◆ The indoor unit beeps.

Caution The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- ◆ Plugged in
- ◆ Stopped

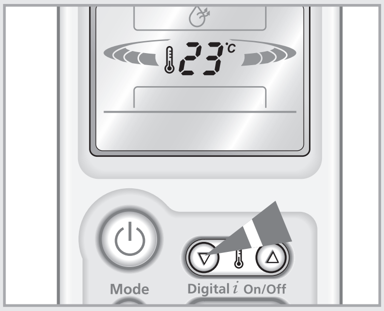
It will start up normally after three minutes.



2 If the 💧 is not displayed at the top of the remote control, press the Mode ○ button on the remote control one or more times until it appears.

Result:
- ◆ The indoor unit beeps each time you press the Mode ○ button.
- ◆ The air conditioner runs in Dry mode.

Note You can change modes at any time.



3 To adjust the temperature, press the ▽🌡△ button one or more times until the required temperature is displayed.
Possible temperatures are between 18°C and 30°C inclusive.

Result:
- ◆ Each time you press the ▽🌡△ button:
  - The temperature is adjusted by 1°C
  - The indoor unit beeps
- ◆ The air conditioner starts removing the excess humidity; the quantity of air is adjusted automatically.

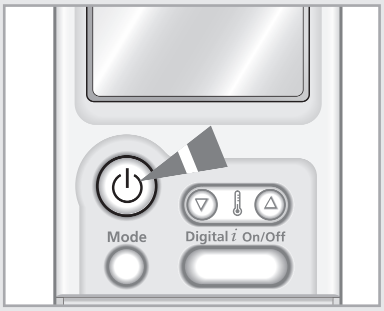
4 To control the direction of the air flow, refer to pages 18 and 19.

Airing Your Room

If the atmosphere in your room is stale, you can air the room using the Fan feature.

1 If necessary, press the ⏻ (On/Off) button.

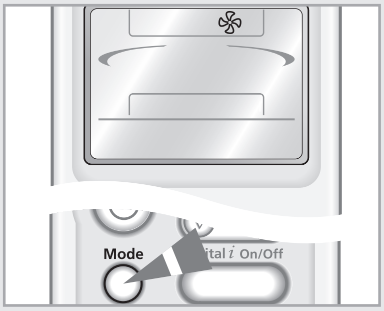
Result:
- The operation indicator on the indoor unit lights up.
- The air conditioner starts up in the mode selected when the unit was last used.
- The indoor unit beeps.



2 If the ✤ is not displayed at the top of the remote control, press the ○ button on the remote control one or more times until it appears.

Result:
- The indoor unit beeps each time you press the ○ button.
- The air conditioner runs in Fan mode.
- The temperature is set automatically.

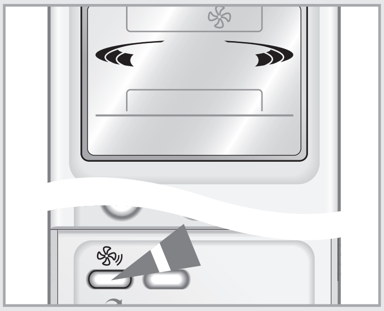
Note You can change modes at any time.



3 Select the fan speed by pressing the ✤ button one or more times until the required setting is displayed:

- Low
- Medium
- High

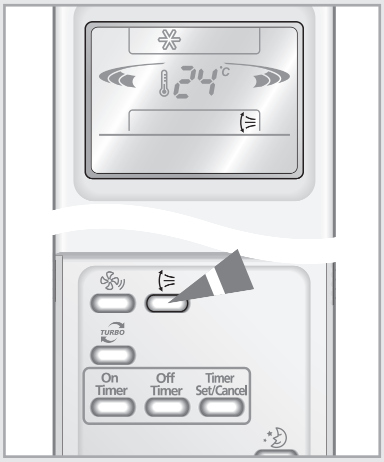
Result: Each time you press the ✤ button, the indoor unit beeps.



4 To control the direction of the air flow, refer to pages 18 and 19.

Adjusting the Air Flow Direction Vertically

Depending on the position of the indoor unit on the wall of your room, you can adjust the position of the outer air flow blade on the bottom of the unit, thus increasing the efficiency of the air conditioner.



1 Press the button one or more times as required.

Result: The outer blade is adjusted vertically.

RECOMMENDATION

When...	*Adjust the blade to face...*
Cooling	Upwards
Heating	Downwards

2 If you want the blade to move up and down automatically when the air conditioner is operating, press the button.

Result: The blade moves up and down, around the base position set.

3 To stop the blade moving up and down, press the button again.

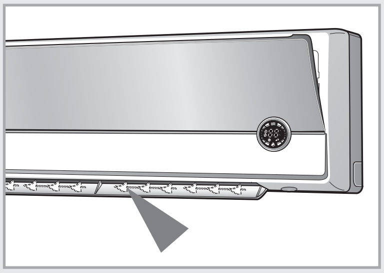
Note

If you switch the air conditioner...	*Then the blade is...*
Off	Closed completely
On again	Set to the initial position powered

Adjusting the Air Flow Direction Horizontally

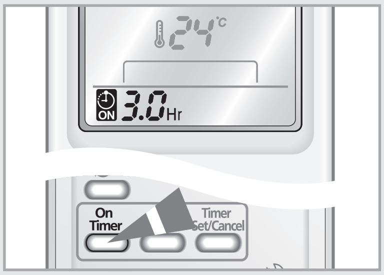
There are two sets of inner air flow blades. Just as the outer air flow blade can be adjusted vertically, the inner blades can be adjusted horizontally.

1 Adjust each set of inner blades to the required position, by pushing or pulling them sideways.

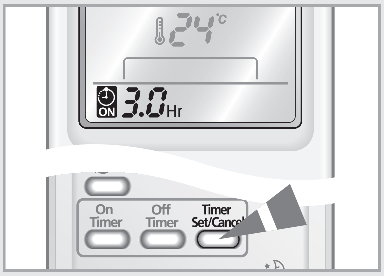


Setting the On Timer

The On Timer enables you to switch on the air conditioner automatically after a given period of time. You can set the period of time from 30 minutes to 24 hours.

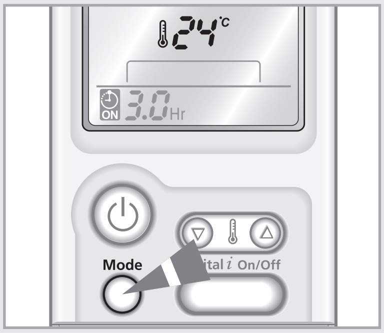

24°C
ON
3.0Hr
On
Timer
Timer
Set/Cancel

1 To set the operating time, press the On Timer button one or more times until the required time is displayed. Possible time is between 0.5 hour and 24 hours inclusive.


24°C
ON
3.0Hr
On
Timer
Off
Timer
Timer
Set/Cancel

2 Press the Timer Set/Cancel (Set/Cancel) button to complete the setting.

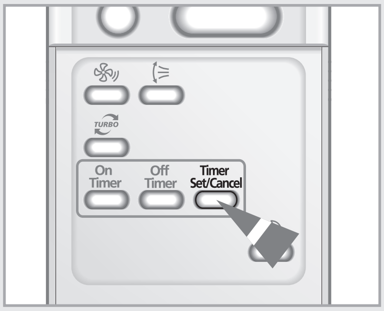
Result:
- ◆ The remaining time is displayed.
- ◆ Blinking of the timer indicator stops.
- ◆ The selected mode and the temperature on the display disappear after 10 seconds.
- ◆ The air conditioner will switch on automatically when the counter displayed on the remote control reaches the set time and disappears the On timer setting.


24°C
ON
3.0Hr
Mode
ital *i* On/Off

3 To select an operating mode in advance, press the Mode button until the desired mode is displayed at the top of the remote control.

Result: The air conditioner will run in the selected mode when it is turned on.

To Cancel the On Timer

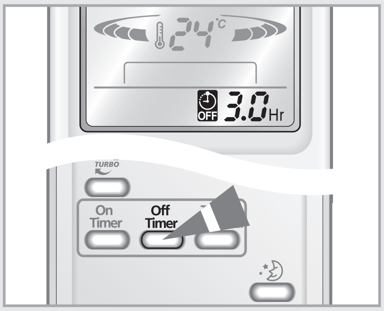

TURBO
On
Timer
Off
Timer
Timer
Set/Cancel

1 Press the Timer Set/Cancel (Set/Cancel) button.

Note If you press the Timer Set/Cancel button when the On Timer is set, the On Timer is also cancelled.

Setting the Off Timer

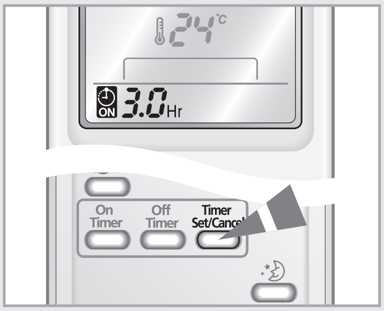
The Off Timer enables you to switch off the air conditioner automatically after a given period of time. You can set the period of time from 30 minutes to 24 hours.



1 To set the operating time, press the Off Timer button one or more times until the required time is displayed. Possible time is between 0.5 hour and 24 hours inclusive.

2 Press the Timer Set/Cancel (Set/Cancel) button to complete the setting.

Result:
- ◆ The remaining time is displayed.
- ◆ Blinking of the timer indicator stops.
- ◆ The air conditioner will switch on automatically when the counter displayed on the remote control reaches the set time and disappears the Off timer setting.



Example **If you would like to turn the air conditioner on after 2 hours and to operate it for 2 hours during non-operation:**

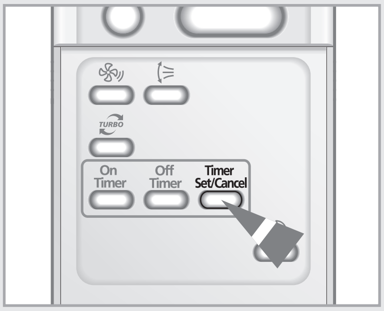
1. Press the On Timer button until '2.0 Hr' is displayed.
2. Press the Timer Set/Cancel (Set/Cancel) button.
3. Press the Off Timer button until '4.0 Hr' is displayed.
4. Press the Timer Set/Cancel (Set/Cancel) button.

Note If you would like to turn on the air conditioner and then to turn off it automatically at the appointed time by using On/Off Timer during operation, you should set the On Timer longer than the Off Timer.

Caution **Make sure that the air conditioner will not continue to run after On Timer setting is confirmed.**

Note
- ◆ You can check or change the mode and/or the temperature by pressing the Mode button or the ▽ △ button after setting the Off timer.
- ◆ If you would like to turn off the air conditioner and then to turn on it again automatically at the appointed time by using On/Off Timer during non-operation, you should set the Off Timer longer than the On Timer.

To Cancel the Off Timer



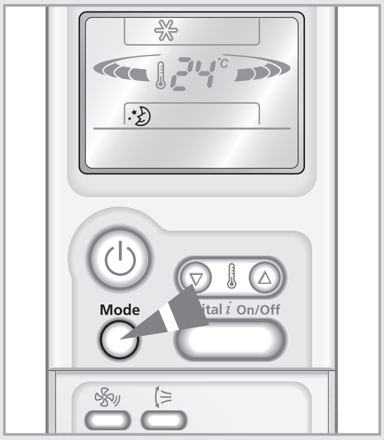
1 Press the Timer Set/Cancel (Set/Cancel) button.

Note If you press the Timer Set/Cancel button when the Off Timer is set, the Off Timer is also cancelled.

Setting the Sleep Timer

The Sleep Timer can be used when you are cooling or heating your room to switch the air conditioner off automatically after a period of 6 hours.

Note ***If you wish to switch the unit off at a specific time, refer to page 22.***



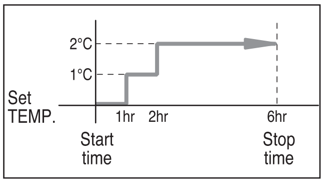
1 Make sure that you have selected either Cool or Heat mode.

2 Press the button.

Result:
- ◆ The indoor unit beeps.
- ◆ The air conditioner will be controlled as indicated in the illustrations below.

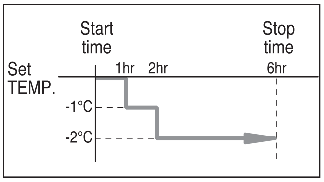
Cooling

The desired temperature is increased by 1°C every hour. When it has been increased by 2°C (after 2 hours), the temperature is maintained for 4 hours.



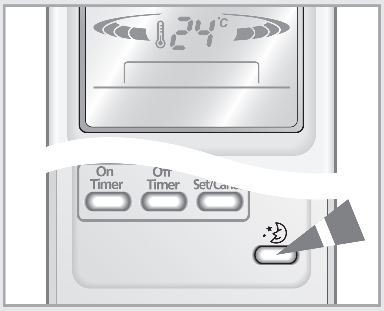
Heating

The desired temperature is decreased by 1°C every hour. When it has been decreased by 2°C (after 2 hours), the temperature is maintained for 4 hours.



To Cancel the Sleep Timer

If you no longer wish to use the Sleep Timer that you have set, you can cancel it at any time.



1 Press the button.

Result:
- ◆ The indoor unit beeps.
- ◆ The is no longer displayed.
- ◆ The air conditioner operates normally.

Operating Recommendations

Here are a few recommendations that you should follow when using your air conditioner.

Topic	**Recommendation**
Heating capacity	The heat pump inside the air conditioner absorbs heat from outside air and brings it indoors. If the temperature of the outside air drops, the air conditioner will heat less. If you find that the room is not warm enough, use an additional heating appliance.
Warm air circulation	The air conditioner circulates warm air to heat your room; as a result, some time will be required after starting the air conditioner to warm the entire room. If necessary, set the air conditioner on before you wish to use the room.
Frost & Defrost	When outside temperatures are low and humidity is high, frost may form in the outdoor unit when heating is selected. If this happens: ◆ The heating operation is stopped. ◆ The Defrost mode is triggered automatically for about 10 minutes. ◆ The steam produced on the outdoor unit in the defrost mode is safe. (Only for Heat pump) No intervention is required from you; after about 10 minutes, the air conditioner starts operating again normally.
High indoor and outdoor	If both the indoor and outdoor temperatures are high and you select the Heat mode, the outdoor unit's fan and compressor may stop at times. This is normal; simply wait until the air conditioner switches on again.
Power failure	If a power failure occurs when the air conditioner is operating, the unit is switched off. When the power returns, the air conditioner starts up again automatically.
The simultaneous operation	When you use the heat pump model, it is impossible to operate Heat and Cool mode of several indoor units at the same time.

Temperature and Humidity Ranges

The following table indicates the temperature and humidity ranges within which the air conditioner can be used.

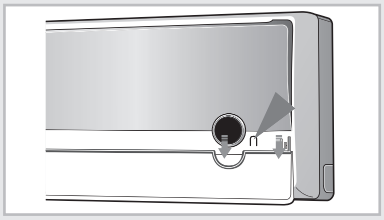
If the air conditioner is used at...	Then...
High temperatures	The automatic protection feature may be triggered and the air conditioner stopped.
Low temperatures	A water leak or some other malfunction may occur if the heat exchanger freezes.
High humidity levels	Water may condense on and drip from the surface of the indoor unit if it is used for long periods.

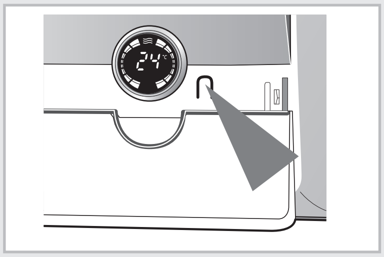
Mode	Outdoor Temperature	Indoor Temperature	Indoor Humidity
Heating	-20°C to 24°C approx.	27°C or less	-
Cooling	-5°C to 43°C approx.	21°C to 32°C approx.	80% or less
Drying	-5°C to 43°C approx.	18°C to 32°C approx.	-

✳ ***The standardized temperature for heating is 7°C. If the outdoor temperature drops to 0°C or below, the heating capacity can be reduced depending on the temperature condition.***
If the cooling operation is used at over 32°C(indoor temperature) then, it does not cool at its full capacity.

Operating Your Air Conditioner Without the Remote Control

Your air conditioner can be operated directly from the indoor unit if the remote control is lost or broken.





1 Slide the lower front grille down.

2 To turn the air conditioner on, press the On/Off button in the front grille of the indoor unit.

Result:
◆ The Operation indicator on the indoor unit lights up.
◆ The indoor unit beeps.
◆ The air conditioner starts up in the appropriate mode for the room temperature. The air conditioner changes the Cool or Heat mode automatically depending on the current temperature during operation.

Room Temperature	*Operating Mode*
Lower than 21°C	Heating
Higher than 21°C	Cooling

3 To turn the air conditioner off, press the On/Off button again.

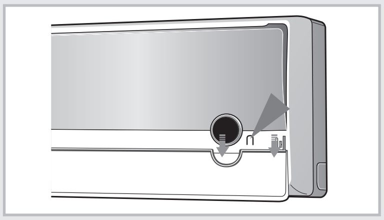
Note Even if you turned the air conditioner on with the On/Off button, you can control it with the remote control.

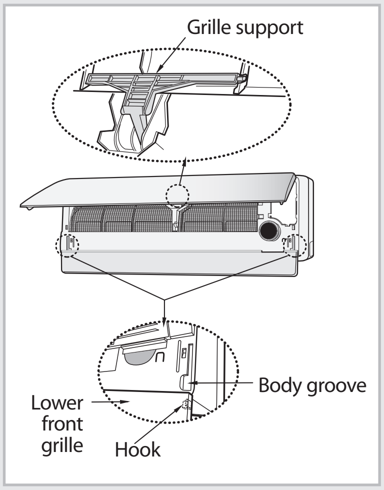
Cleaning Your Air Conditioner

For the best use of your air conditioner, you must clean it every 2 weeks regularly to remove the dust that accumulates on the air filter.

IMPORTANT ***Before cleaning your air conditioner, ensure that you have switched off the breaker used for the unit.***

1. Slide the lower front grille down.
2. Slide the upper front grille up slightly, then open the grille by pulling right and left sides of the grille.
3. Disassemble the upper front grille by opening the grille completely.
4. Lift out the bottom edge of the air filters and pull down to release them.
5. Remove all dust on the air filters with a vacuum cleaner or brush.
6. When you have finished, insert the top part of the filters into their slot and push down on the bottom edge until they click into place.
7. Clean the front grille with a damp cloth and mild detergent. (Do NOT use benzene, solvents or other chemicals.)
8. Fix the left side of grille support, then insert the right side of grille support.





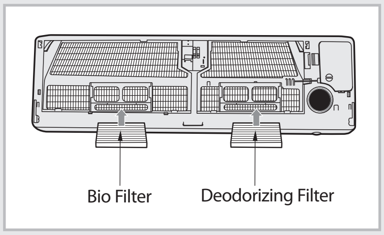
Note

◆ ***If you have not used the air conditioner for a long period of time, set the fan going for 3 to 4 hours to dry the inside of the air conditioner thoroughly.***

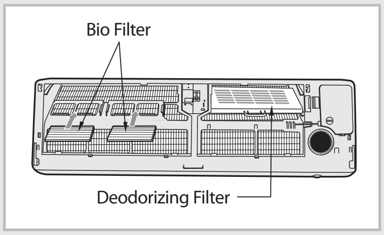
◆ ***To close the upper front grille completely after cleaning filters, turn on and turn off the air conditioner.***

Cleaning Deodorizing and Bio Filters (Option)

✶✶020/022/026/028/035/036✶✶


Bio Filter
Deodorizing Filter

✶✶056/071✶✶


Bio Filter
Deodorizing Filter

To remove minute dust particles and odors, deodorizing and Bio filters are installed in the air conditioner.
You should clean the filters every 3 months.

1 Open the upper front grille by pulling right and left sides of the grille.

2 Pull out the deodorizing and Bio filters.

3 Wash the filters with clean water, then dry them in the shade.

4 Insert the filters into the original position.

Note You can change the position of filters with each other.

5 Close the front grille.

Solving Common Problems

Before contacting the after-sales service, perform the following simple checks.
They may save you the time and expense of an unnecessary call.

Problem	**Explanation/Solution**
The air conditioner does not operate at all.	◆ Check if power is on and operate the air conditioner again. ◆ Check if the circuit breaker is switched off. ◆ Check if Off Timer is set.
The temperature is not adjusted.	◆ Check if you selected the Fan mode.
The air conditioner does not operate in the Heat mode.	◆ Check if the air conditioner is cooling only model. ◆ Check if the remote control is for cooling only model.
The cool(warm) air does not come out from the air conditioner.	◆ Check if set temperature higher(lower) than current temperature. ◆ Check if you selected the Fan mode. Select the Cool, Heat, Auto or Dry mode. ◆ Check if the air filter is blocked by dirt. Clean the air filter regularly. ◆ Check if the there is cover on the outdoor unit or any obstacle. Remove the cover or obstacle. ◆ Check if you installed the air conditioner under direct sunlight. ◆ The window or door may be opened. ◆ Check if you turn on the air conditioner just now. It takes about 3 minutes to cool or heat the room. ◆ Check if the drain pipe is too long.
The fan speed is not adjusted.	◆ In Auto or Dry mode, the fan speed is selected automatically.
The remote control does not operate.	◆ Check if the battery is discharged. Replace the battery. ◆ Check if the remote control sensor is blocked. ◆ Check if the air conditioner is placed near strong light.
The wired remote control does not operate.	◆ Check if TEST is displayed on the wired remote control. Turn off the air conditioner and switch off the circuit breaker. Contact the service center.
The Timer is not set.	◆ Check if you pressed the Timer Set/Cancel or Set Cancel button after selecting time.
The air conditioner does not turn on or off with the wired remote control.	◆ Check if you set the wired remote control for group control.
Odor is permeated in the room during operation	◆ Check if you use the air conditioner in smoky area or there is a smell. Ventilate the room or select the Fan mode for 1~2 hours.
The indoor unit indicator flashes.	◆ Press the ⏻ button to turn on the air conditioner again. Switch the circuit breaker off and switch on it again.
Strange sound is heard from the air conditioner.	◆ The sound is heard when the refrigerant gas flow is changed depending on the use of the air conditioner. ◆ When you press the ⏻ button, noise may be heard from the drain pump inside of the air conditioner. ◆ When you press the ⏻ button, noise may be heard that the air conditioner sense the airflow blade.
Water drops from the outdoor unit connection part.	◆ Water may form due to the difference of the temperature.

Contact SAMSUNG WORLD WIDE

If you have any comments or questions regarding a Samsung product, contact the SAMSUNG customer care center.

Country	Customer Care Center ☎	Web Site
BELGIUM	0032 (0)2 201 24 18	www.samsung.com/be
CZECH REPUBLIC	844 000 844	www.samsung.com/cz
DENMARK	70 70 19 70	www.samsung.com/dk
FINLAND	030-6227 515	www.samsung.com/fi
FRANCE	3260 SAMSUNG (726-7864) 08 25 08 65 65 (€0,15/Min)	www.samsung.com/fr
GERMANY	01805-121213 (€0,14/Min)	www.samsung.de
HUNGARY	06-80-SAMSUNG (726-7864)	www.samsung.com/hu
ITALIA	800-SAMSUNG (726-7864)	www.samsung.com/it
LUXEMBURG	0035 (0)2 261 03 710	www.samsung.lu
NETHERLANDS	0900 20 200 88 (€0,10/Min)	www.samsung.com/nl
NORWAY	815-56 480	www.samsung.com/no
POLAND	0 801 801 881 022-607-93-33	www.samsung.com/pl
PORTUGAL	80 8 200 128	www.samsung.com/pt
SLOVAKIA	0800-SAMSUNG (726-7864)	www.samsung.com/sk
SPAIN	902 10 11 30	www.samsung.com/es
SWEDEN	0771-400 200	www.samsung.com/se
U.K	0870-SAMSUNG (726-7864)	www.samsung.com/uk
REPUBLIC OF IRELAND	0818 717 100	www.samsung.com/ie
AUSTRIA	0800-SAMSUNG (726-7864)	www.samsung.com/at
SWITZERLAND	0800-SAMSUNG (726-7864)	www.samsung.com/ch

© Samsung Electronics Co., Ltd. All Rights Reserved.